SOLICITATION NUMBER:	SOL-306-16-000011-OM
ISSUING DATE:	December 30, 2015
CLOSING DATE:	January 13, 2016
POSITION TITLE:	Information Technology Specialist (Systems Manager)
NUMBER OF POSITIONS:	Single
MARKET VALUE:	GS-12 ($61,486 - $79,936) In addition, this post has 35% post differential and 35% danger pay
ORGANIZATIONAL LOCATION OF POSITION:	USAID/Afghanistan
DIRECT SUPERVISOR:	USAID/Afghanistan, Deputy Executive Officer-Operations
SUPERVISORY CONTROL:	Supervises one Computer Management Specialist and oversee the work of three Computer Management Assistants Foreign Service Nationals (FSNs).
PERIOD OF PERFORMANCE:	13 months with an option for renewal
SECURITY ACCESS:	Employment Authorization for Third Country National
AREA OF CONSIDERATION:	**Third Country National Personal Service Contractor (TCNPSC)** "Third Country National means an individual:- (i) Who is neither a citizen nor a permanent legal resident alien of the United States nor of the country to which assigned for duty (Afghanistan), and (ii) Who is eligible for return to his/her home country or country of recruitment at U.S. Government expense

Background:

The system architecture is a virtualized MS Windows platform and consists of the following basic elements: Domain Controllers, System Center Configuration Manager (SCCM) Servers, Firewalls, Intrusion Detection Systems, File and Print Servers, Structured Query Language (SQL), and Internet Information Services (IIS) WEB Servers. The virtual environment is supported by VMware vSphere and NetApp HA data storage clusters. Due to the security environment, contingency planning, its implementation and regular testing is vital for business continuity of the Mission. In addition there are many peripherals and multi-functional devices supporting office operations.

As the mission faces new and unpredictable security challenges, the Supervisory IT Specialist is responsible to develop data protection concepts, custom solutions and procedures in order to support business continuity and data recoverability for the USAID/Afghanistan Mission.

Basic Functions of the Position:

Within the Executive Office, the Information Technology Unit is responsible for providing information and communication technology services and support as well as overall management of USAID/Afghanistan computer systems. These services include the following: general systems administration; information security and data protection; organization of all data and vital records; computer advisory services; system integration between USAID systems and Department of State systems; facilitation of the sharing of programmatic information with sister agencies, implementing partners and the Government of Afghanistan;

The IT Specialist provides all levels of IT systems management and support for USAID/Afghanistan enterprise architecture, to include: Systems administration, systems engineering and coordination of deployment, user assistance and training, management of help-desk operations, systems and application troubleshooting. USAID also maintains a wide array of enterprise software applications. These include: ASIST/Documentum document management and archiving, online web portals and collaboration tools and security tokens for remote access.

The IT Specialist develops the Mission's information coordinates with CIO/Washington on the Agency's technology strategy and provides necessary guidelines to the staff in the office of information technology. The incumbent manages activities of the Foreign Service National (FSN) Computer Management Specialist and three helpdesk employees. The incumbent provides expertise in the areas of information resources management and administration, research, design, development, and implementation.

The incumbent reports directly to the Deputy Executive Officer-Operations but may receive technical guidance from the Chief Information Officer in USAID/Washington. The incumbent will be responsible providing on the job training to any temporary employees in the IT office. This training covers all areas of operation of the Mission systems and telecommunications from physical maintenance and repair of the systems' hardware to support for the various application systems. The training also includes advising on general data-hygiene, safeguarding of Sensitive but Unclassified (SBU) data, providing routine hardware installation, troubleshooting advanced telecommunications, systems application development, script writing, and code debugging.

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Duties and Responsibilities:

1. Information Resources Management and Administration:

The incumbent plans and implements procedures for controlling the security of the Mission's information technology services and all related equipment in accordance with directives from USAID/Washington and the Mission's Supervisory Executive Officer (S/EXO). Implements and monitors security controls in coordination with Information Resources Management (IRM) to prevent data loss and/or unauthorized access. The incumbent ensures that computer hardware systems and peripheral equipment are operated in accordance with Agency computer security policies, standards, and guidelines.

The incumbent completes and implements the Mission's computer system disaster recovery/contingency plan procedures, to minimize loss of data and/or systems and ensure quick recovery from such disasters by implementing workable contingent system operation plan(s).

The incumbent works with the Network Operations Center (NOC) in Washington to maintain the Mission critical Information Communication Technologies such as VPN over ISP, DTSPO and VSAT connectivity which feeds the Voice over Internet Protocol (VoIP) telephone trunks and Mission hardware platform.

The incumbent is responsible for the Local Area Network (LAN) and Wide Area Network (WAN) including management of a medium sized virtual "server farm" and a complex collection of LAN devices and equipment that supports nearly 100% availability. The incumbent manages installation and maintenance of additional servers, network software and clients (PCs), upgrade new software releases, patch operating systems, optimize network performance, upgrade client software and maintain backed up copies of server data to prevent accidental loss. The incumbent also monitors the network and perform traffic analysis; and test and evaluate computer operating systems. Further, the incumbent determines LAN and WAN effectiveness relative to systems in use and their support capability and compatibility with program applications.

The incumbent will provide support for video conferencing to USAID/Kabul and supports video streams so USAID/Afghanistan can participate in such events as Town Halls conducted from USAID/Washington. The incumbent keeps the computer services in a high availability status, LAN and WAN operation and administration will include troubleshooting of servers, PCs, and LAN devices by replacing broken parts and performing preventive maintenance as required; maintaining system images and antivirus software on both servers' and users' side; and controlling access to Mission devices by maintaining positive control of network devices.

The incumbent properly performs LAN and WAN Operations and Administration, all networked devices to be monitored on a daily basis. The incumbent is responsible to detect vulnerabilities and take corrective action, such as monitoring and deploying security patches and anti-virus updates, and updating e-mail filtering tools to maintain USAID's high standard of Information Systems Security. Information security is taken very seriously and assisting users to successfully navigate information security policy is also an important part of the job.

The incumbent is responsible for maintaining equipment inventories and proper disposal of equipment, including advising and assisting Implementing Partners with proper disposal. The incumbent will continually provide information technology solutions that best support the number of staff at the Mission.

The incumbent presents recommendations to the Deputy Executive Officer-Operations and/or EXO Management regarding reconfiguration and procurement.

2. Computer/System Engineering:

The incumbent assesses highly complex information and data requirements and devising computer hardware and software configurations to support specified requirements; improve systems capacity through designing, planning and managing hardware and/or software changes and through operating systems configuration; oversees all areas of information processing and equipment security, alerting senior management to problem areas; identify and take corrective/preventive action to improve system productivity and to mitigate risk of information loss.

The incumbent oversees the telecommunications system such as Microsoft Active Directory networks, Agency WAN Link (VSAT & DTSPO), Internet Access through ISP, and troubleshoot the more highly complex and difficult data and voice communications problems with AID/Washington. Manage the information technology infrastructure for USAID/Afghanistan.

The incumbent performs analysis, testing and evaluation of computer operating systems and utilities to determine their effectiveness relative to systems in use and their support capability and compatibility with program applications being run.   The incumbent recommends necessary equipment and software upgrades and/or new information technology equipment procurement to the D/EXO and/or S/EXO.

The incumbent keeps servers, Local Area Network (LAN) equipment and PCs in high availability status. This includes troubleshooting of PCs, LAN equipment and servers, replacing parts that need replacement and preventive maintenance as requested by the equipment vendors. Maintain system images and antivirus software on both servers and users' side.

3. Application Support/User Training:

The incumbent manages and provide support to all Mission staff on applications, such as: e-mail usage (including the sharing of calendars), spreadsheets, word processing, photo management, graphics, financial management, procurement, project administration, timekeeping, travel management and personnel records. The incumbent will also develop, implement and conduct in-house training courses on the above-mentioned software as needed. The incumbent issues IT equipment as approved by the Supervisory Executive Officer and maintains inventories.

The incumbent provides advanced support of existing software applications includes customization and further development of software applications, scripts, macros and queries.

EVALUATION CRITERIA/SELECTION CRITERIA:

Applications will be evaluated and ranked based on the following selection criteria:

a. **Education:** Bachelor's degree in the fields of computer science, information systems management, or software engineering is required.

b. **Work Experience:** Minimum of seven years of responsible experience in system development and programming, system administration, PC support is required. Hands-on experience working with VMware vSphere, NetApp HA storage clusters, Windows 2008/2012 Servers, Exchange 2003/2010 Servers, and WEB Servers (IIS) is required. Database administration in MS SQL Server and/or Oracle is required. Experience must include significant analytical and judgmental responsibilities and the overall management and logistical operation support of the most complex computer systems and data-centers.

c. **Communications:** Level IV (Fluent) speaking/reading English language communication skills required.

d. **Knowledge:** The incumbent must have extensive knowledge of the principles, techniques, and methodologies involving computer systems (and information security) analysis, programming, operations, and related aspects of telecommunications is essential along with the ability to communicate, explain and to some extent instruct the application of these concepts to Mission personnel. Must have knowledge of the principles of personnel, financial, and information resource management with proven track record of successful implementation. A basic understanding of government security policies, procedures, internal controls and reporting requirements is required. Thorough knowledge of virtualization and data storage technologies, database applications, web applications and the entire MS-Office suite is required. A strong understanding of virtualization in general and VMware and NetApp in particular is required.

e. **Skills and Abilities:** The incumbent must have excellent technical, organizational, administrative and communication skills to effectively supervise a subordinate work force and coordinate support services of vendor representatives and contractors. Good technical training skills, troubleshooting skills, ability to perform and interpret diagnostics, and hardware and software problem resolution skills to maximize the capabilities of USAID/Afghanistan computer resources are required. Ability to work on a team gathers and analyzes automation requirements, prioritize tasks, and make recommendations for applications that integrate smoothly into the USAID/Afghanistan systems and programs are required. Exceptional interpersonal skills to achieve user acceptance of findings, recommendations, and decisions pertinent to computer systems management and support.

Applicants should carefully review the required experience and education requirements stated in this solicitation to ensure they meet the full set of criteria before submitting an application for consideration.

Applicants meeting the above required qualifications for the position will be evaluated based on information presented in the application and reference checks. USAID reserves the right to conduct interviews with the top ranked short-listed applicants. The interview will be one of the determining factors in the final selection.

A.   TERM OF PERFORMANCE

The term of the contract will be for thirteen months. Within four weeks after written notice from the Contracting Officer that all clearances have been received or, unless another date is specified by the Contracting Officer in writing, the incumbent shall proceed to Kabul, Afghanistan to perform the above services which may be extended upon mutual agreement and subject to satisfactory performance and availability of funds. This position has been classified at a U.S. Government GS-12. The actual salary of the successful candidate will be negotiated depending on budget availability, qualifications and previous salary history within the position classification grade range.

In addition, the Mission has a 35% Post Differential allowance and 35% Danger Pay. During this period the selected candidate will be entitled to Rest and Recuperation trips in accordance with the Mission policy.

This position entitles 20 days Administrative Leave plus two days of travel time for each break. In excess of the Administrative Leave, Annual Leave or Compensatory time for the breaks can be used.

Physical Demands and Work Environment: Work in the office is mostly sedentary, depending on workload the incumbent may be requested to serve extended work hours and workdays. The travel to program-activity implementation sites outside of Kabul requires U.S. Government Regional Security Officer (RSO) approval, travel in fully armored vehicles and close coordination with the U.S. Embassy and U.S. Consulate security officers, Department of Defense, and International Security Assistance Force as relevant.

B.   GENERAL INFORMATION REGARDING LIVING AND WORKING CONDITIONS IN AFGHANISTAN

Life in Kabul has somewhat improved since the establishment of the government, and great strides have been made to regularize the availability of services, utilities, and supplies of common consumer items. Living conditions, however, are still difficult but this is a historical opportunity to work closely with a dedicated team to assist the Afghans to bring about peace and stability to their war-torn country. Afghanistan is an unaccompanied post. All staff will be housed on the heavily guarded and fortified Embassy compound.

C.   MEDICAL AND SECURITY CLEARANCE:

The selected applicants must be able to obtain and maintain security and medical clearances. Third Country Nationals should be able to obtain employment authorization from the Regional Security Office. For medical clearances, Third Country Nationals should obtain Department of State Class I Medical Clearance.

D.   BENEFITS AND ALLOWANCES:

As a matter of policy, and as appropriate, a PSC is normally authorized to the benefits and allowances listed in this section. [NOTE: A contractor meeting the definition of a Third Country National shall be eligible for any of the listed fringe benefits to include health and life insurances, differentials and allowances.]

1. BENEFITS:

   1) Contribution toward Health & life insurance
   2) Pay Comparability Adjustment
   3) Eligibility for Worker's Compensation
   4) Annual & Sick Leave
   5) Access to Embassy medical facilities, commissary and pouch mail service as per post policy

2. ALLOWANCES (If Applicable)*:

   1) Temporary Lodging Allowance (Section 120)
   2) Living Quarters Allowance (Section 130)
   3) Post Allowance (Section 220)
   4) Supplemental Post Allowance (Section 230)
   5) Post Differential (Chapter 500)
   6) Payments during Evacuation/Authorized Departure (Section 600) and
   7) Danger Pay (Section 650)
   8) Education Allowance (Section 270)
   9) Separate Maintenance Allowance (Section 260)
   10) Education Travel (Section 280)

   * Standardized Regulations (Government Civilians Foreign Areas).

E.   CONTRACT INFORMATION BULLETINS (CIBs) or ACQUISITION AND ASSISTANCE POLICY DIRECTIVES (AAPDs) PERTAINING TO PSCs:

AAPDs and CIBs contain changes to USAID policy and General Provisions in USAID regulations and contract. Those documents can be found at this website: http://www.usaid.gov/business/business_opportunities/cib/subject.html#psc

AAPDs and CIBs contain changes to USAID policy and General Provisions in USAID regulations and contract.

AAPD 06-11	Home Leave and Revised General Provision 5, Leave and Holidays
AAPD 06-10	PSC Medical expense payment responsibility
AAPD 06-07	AIDAR, Appendix D: Contract budget, salary determination and salary increase
AAPD 05-02	Clarification of Policy for Personal Services Contracts with Anticipated Contract Performance Periods Exceeding Five (5) Years
AAPD 06-01	Medical evacuation insurance
CIB 01-07	Clarification of the extension/renewal policy regarding PSCs

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CIB 01-05	Clarification of the Rest and Recuperation (R&R) Policy Regarding Third Country Nationals
CIB 99-22	PSC Policy
CIB 98-23	Guidance regarding Classified Contract Security and Contractor Personnel Security Requirements
CIB 98-11	Determining a Market Value for Personal Services Contractors Hired under Appendix D.
CIB 97-16	Class Justification for use of Other Than Full and Open Competition for Personal Services Contracts with U.S. Citizens Contracted with Locally, with CCNs and TCNs Subject to the Local Compensation Plan, and for Overseas Contracts of $250,000 or less
CIB 96-23	Unauthorized Provision in Personal Services Contracts
CIB 94-09	Sunday Pay for U.S. Personal Services Contractors (PSCs)
CIB 89-29	Use of Government Bill of Lading for Transportation of Personal Service Contractor (PSC) Household Effects, Unaccompanied Baggage and Privately Owned Vehicles

Various Contract Information Bulletins (CIBs) and Acquisition and Assistance Policy Directives (AAPDs) pertain to Personal Services Contracts can be found at:
http://www.usaid.gov/work-usaid/aapds-cibs
Additionally, AIDAR Appendixes D or J also applies to PSCs can be found at:
http://www.usaid.gov/policy/ads/300/aidar.pdf

F.   REQUIRED FORM AND DOCUMENTS FOR INITIAL CONSIDERATION:

Interested applicants must submit the following documents or their applications may not be considered for this position:

1. U.S. government AID 302-3 form which is available at the following website:
   www.usaid.gov/sites/default/files/documents/1866/a**302-3**.doc;
2. A current curriculum vitae (CV) or resume;
3. A minimum of three (3) professional references, who are not family members or relatives, with working telephone and email contacts. The applicant's references must be able to provide substantive information about his/her past performance and abilities. At least one reference provided should be a current or former supervisor;
4. A written statement that addresses the Evaluation/Selection Criteria in this solicitation, and how the applicant believes their experience and skills meet or exceed these criteria.

   The CV/resume must contain sufficient relevant information to evaluate the application in accordance with the stated evaluation criteria. Broad general statements that are vague or lacking specificity will not be considered as effectively addressing particular selection criteria.

G.   APPLYING

All applications must be submitted electronically by e-mail with the subject line **Information Technology Specialist (Systems Manager) SOL-306-16-000011/OM** to: **KblAIDPSCjobs@usaid.gov.**

        Attention: USAID/Afghanistan
                          Human Resources Office

Applicants may submit an application against this solicitation at any time but prior the closing date mentioned above unless revised. The highest ranking applications may be selected for an interview.

Only short listed candidates will be contacted.

Point of Contact:

Any questions about this solicitation may be directed to: KabulAIDHR@usaid.gov.

Note: No in-person appointments or telephone calls will be entertained, unless you are required to have more information about this solicitation.

Place of Performance
USAID/Afghanistan
U.S. Embassy
Great Massoud Road
Kabul, Afghanistan